

PRODUCT SERVICE ADVISORY

SLC 500 Backup Scanner Module
Catalog Number 1747-BSN Series B, FRN 3

Ref: ACIG 2007-06-001

Date: June, 2007

Dear Rockwell Automation Customer,

The purpose of this Product Service Advisory is to inform you of a functional issue that exists with:

- 1747-BSN Backup Scanner Module, Series B with FRN 3 firmware

This Advisory explains the functional issue and the steps being taken to rectify the situation.

- Issue Description -

With the 1747-BSN module, series B with FRN 3 firmware, hereafter referred to as the BSN module, the following functional issue exists:

Functional Issue – BSN faults during switchover when using Block Transfer Read (BTR)/Block Transfer Write (BTW) instructions

The 1747-BSN module, series B with FRN 3 firmware, has the following firmware anomaly. These modules will fault and stop operating during a primary system to secondary system switchover under the following conditions:

- 1) If a BTR or BTW instruction is executed in the SLC 5/0x CPU to the 1747-BSN module, series B. The fault would happen in either the primary or the secondary 1747-BSN module.
OR
- 2) Any passthru download or upload to the RIO network is executed using the 1747-BSN module. The 1747-BSN module, series B with FRN 3 firmware, that was in primary mode during the passthru, would eventually fault during a switchover after the passthru is finished.

Faults do not occur with the 1747-BSN modules, series B with FRN 3 firmware, during switchovers if BTR and BTW instructions are NOT used and if no passthru downloads or

uploads are performed.

-Temporary Workarounds -

No workaround is associated with this firmware issue.

- Product Identification -

The 1747-BSN modules affected by this Mandatory Product Service Advisory can be identified with the following cat. nos., series, firmware revision, and date code.

- 1747-BSN, Series B, FRN 3, Mfg Date Code is 0107 and 0207

The series, FRN number, and date code are located on the product label on the left side of the BSN module. The date code is located next to the letters “Mfg:” The affected 1747-BSN modules were shipped by Rockwell Automation between March 19, 2007 and May 2, 2007.

Unopened Shipping Cartons- The 1747-BSN modules affected by this Mandatory Product Service Advisory still in unopened shipping cartons can be identified by the cat. nos., series, and firmware revision which are located on the shipping carton label.

- Issue Correction -

This firmware anomaly has been corrected with FRN 4 firmware. All corrected 1747-BSN modules will be marked with the FRN 4 firmware number. Shipping carton labels will also be marked with FRN 4. All other product identification will remain the same.

All 1747-BSN modules, series B with FRN 3 firmware, being used in applications requiring back-up control, should be returned for warranty replacement to avoid possible 1747-BSN module faults during primary to secondary system switchover.

-Requested Customer Action-

Each notified customer should take the following actions:

- Confirm that you have the affected products.
- Immediately contact your local Rockwell Automation Sales and Support office to determine the appropriate course of action. Together, you and the local office will determine the correction for your situation.

If you require any further technical assistance, contact Rockwell Automation Technical Support (440-646-3223 or RACleAskTheExpert@ra.rockwell.com) or your local Rockwell Automation Sales and Support office.

We require and appreciate your immediate cooperation in this matter.